Creative Media Labs Administrator

Department: Department of Theatre, Film, Television and Interactive Media

Hours of work: Full time | 37 hours a week

Contract type: Fixed term until 31 September 2023

Salary: Grade 5 | £26,341 - 32,344 per year
Main purpose of the role

The Creative Media Labs (CML) Administrator will be a critical part of the CML project. Creative Media Labs is a project funded by the European Regional Development Fund, hosted from an immersive and interactive media lab in the York Guildhall. The aim of this project is to support small and medium sized enterprises (SMEs) working in the creative screen industries (TV, film, games, performance, arts, and live events) in the Leeds City Region with R&D and innovation activities, allowing them access to an industry standard media lab, team of experts and state-of-the-art technology.

As an active member of the CML team, you will be a first point of contact for partners and stakeholders; organising meetings; advising CML clients through the support process; and handling the administrative process, ensuring high quality documentation is recorded.

You will also work closely with the Project Manager, applying robust administrative processes to a complex European Regional Development Fund (ERDF) project; gathering evidence of expenditure and outputs; and being responsible for collating and submitting quarterly monitoring reports.

The lab is a vibrant, fun and creative space to work, and this role is a rare opportunity to work in the heart of a creative community in the beautiful City of York.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

1. Role Specific Responsibilities

- Assist in the management and delivery of CML’s support services, reporting to the CML Project Manager.
- Monitor project compliance in terms of expenditure and output targets, auditing systems and procedures, preparation of financial claims, and production of reports.
- Support financial administration, including assisting with tendering and procurement; setting up suppliers; assisting with contractual arrangements with researchers, interns, and industry partners; handling orders and payments; and maintaining accurate records of all such activity.
- Provide a first point of contact for CML and provide information, guidance and advice to partners and stakeholders, including researchers, academics, funders, and industry.
- Maintain information systems pertaining to research and development activities and service-related data within the University's central information and records systems and CML's dedicated Content Relationship Management, including collecting, tracking, and archiving data against KPIs.
- Undertake regular checks of the records and systems of partners and beneficiary groups to ensure they remain effective and up to date, taking or escalating any necessary remedial action to correct any shortcomings.
- Assist the Project Manager in gathering evidence of project expenditure and outputs and prepare progress reports.

2. University of York Responsibilities for Grade 5

Service and Operational Delivery

- Undertake day to day decision making for operational aspects of service or delivery, within a designated area of responsibility.
Deliver services to standards set by others, using initiative and independent action to meet service needs.

Manage the resolution of escalated issues or queries where the answer requires consideration and application of judgement.

Where appropriate, solicit customer views on the nature and quality of the service provided.

Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.

Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

**Continuous Improvement**

- Monitor and review service or operational delivery in conjunction with line manager, recommending / implementing improvements to process, service or governance.
- Contribute to and/or initiate the development and improvement of methods of service delivery.
- Research, analyse and interpret data/findings, using standard methodologies to identify opportunities for improvement. Where appropriate, independently identify and source additional information for consideration.
- Proactively identify opportunities for building new personal knowledge and skills for self and others.

**Specialist Contribution**

- Provide detailed advice to internal and external stakeholders on service-specific policies, procedures and regulations.
- Carry out investigations, searches and research information and data to identify trends and patterns.
- Analyse data and statistics and provide reports for higher level decision makers.
- Provide expertise to support compliance with legislation and statutory duties.

**Collaboration and Communication**

- Establish, maintain and develop productive and ongoing relationships with colleagues across the University, to support service delivery and issue resolution.
- Contribute to business meetings, working groups and committees to enable efficient service delivery and manage stakeholder expectations.
- Engage with external peers and specialists to exchange knowledge and information.
- Use a range of digital media and tools to communicate with a diverse range of key stakeholders.
- Collaborate with team members to identify and implement service improvements or alterations.

**Governance and Oversight**

- Implement and monitor recognised procedures to ensure compliance.
- Provide training to team members on procedure e.g. data handling and recording.
- Ensure accuracy by implementing recognised and routine checks, assessment criteria and techniques.

**Planning and Organisation**

- Plan and organise own workload (and, where applicable, the workload of team members) to manage short term fluctuations and changing priorities.
- Contribute to longer term plans/programmes of work.
- Plan and organise small scale projects.
## Person specification

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<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tr>
<td>A thorough understanding of the principles of service provision and office management within a large, complex organisation</td>
<td>Essential</td>
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<td>Able to review procedures and processes with good problem-solving skills; recommend and changes and implement changes ensuring they maximise efficiency</td>
<td>Essential</td>
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<td>Strong IT skills: including word processing, email, web page maintenance, expertise in manipulating databases and spreadsheets</td>
<td>Essential</td>
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<tr>
<td>Experience of ongoing project monitoring. For example: reviewing, collating, organising, or auditing finances, outputs, project activity, compliance, and eligibility criteria</td>
<td>Essential</td>
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<td>Considerable experience in writing service-related reports for senior managers, which may include reports on finances and service development</td>
<td>Essential</td>
</tr>
<tr>
<td>Strong IT skills: including word processing, email, web page maintenance, expertise in manipulating databases and spreadsheets</td>
<td>Essential</td>
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<td>Experience of organising and submitting programme grant claims to funding bodies</td>
<td>Desirable</td>
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<td>Knowledge of claim systems and processes used by funders (e.g. eClaims for ERDF)</td>
<td>Desirable</td>
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<tr>
<td>Knowledge of accounting systems and procedures</td>
<td>Desirable</td>
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<td>Experience of formal audit activity</td>
<td>Desirable</td>
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<td>Knowledge of content management systems for web applications</td>
<td>Desirable</td>
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### University of York Person Specification for Grade 5

### Qualifications:

Level 3 qualification. (Qualifications at this level include A levels. Please [view the full list](#). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.

### Skills - demonstrates the ability to:

- Manage small-scale projects **Essential**
- Gather, analyse, interpret and report data/information **Essential**
- Use digital technologies including Google applications and/or Microsoft Office **Essential**
Communicate effectively in verbal and written formats, including the use of a variety of digital tools

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<th>Behaviours:</th>
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<td>Works collaboratively with others</td>
<td>Essential</td>
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<tr>
<td>Delivers a quality service</td>
<td>Essential</td>
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<td>Develops self and others</td>
<td>Essential</td>
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<td>Actively champions respect, inclusivity, equality and diversity</td>
<td>Essential</td>
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<td>Identifies and implements continuous improvement</td>
<td>Essential</td>
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